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Subject: NUIT announces timeline for Windows OS support

To the Northwestern University community:

Northwestern University Information Technology (NUIT) recently announced deadlines for its support of certain versions of the Microsoft Windows operating systems.

NUIT attempts to support operating systems for slightly longer than announced plans by the manufacturers. In some cases, support plans are influenced by the availability of key features or necessary compatibility with important applications.

As of September 1, 2003, *one year from this coming fall,* NUIT will no longer support Microsoft Windows 98 and Windows NT Workstation.

At the same time, support for Windows ME will be downgraded to "reasonable effort" by level 1 NUIT support staff. This means that help desk personnel will make every attempt to assist, but problems will not be escalated to full-time support specialists. NUIT anticipates ending support for Windows ME no later than August 31, 2004.

Microsoft has announced that it will discontinue support for Windows 98/98SE and Windows NT Workstation on June 30, 2003. In addition, it is likely that support for Windows 2000 and Windows ME will end in 2004. A complete description of Microsoft operating system support can be found at <http://www.microsoft.com/windows/lifecycle.asp>.

Departments and schools with Windows 98/98SE or Windows NT Workstation systems should upgrade to Windows 2000 Professional or Windows XP Professional before September 2003. If you do not use any specialized administrative software, NUIT recommends Windows XP Professional.

Please consult with the UNITS representative or other technical support staff in your department before choosing your operating system. If you do not have technical support staff, contact NUIT Distributed Support Services for advice (847-491-HELP or support@northwestern.edu).

Please note: There are minimum hardware requirements to upgrade to Windows 2000 or Windows XP. NUIT has prepared a Web site to organize information for these upgrade decisions at http://www.tss.northwestern.edu/windows/compare_win.html. For further information, see the Microsoft Web site, <http://www.microsoft.com/windows>.

Please share this information with your staff. NUIT also recommends that you take into account any necessary purchases of Windows 2000 Professional or Windows XP Professional compliant hardware and software in your budgeting process for future fiscal years.

Please refer to NUIT's software support guidelines at http://www.tss.northwestern.edu/reference/supported_sw.html for details.

NUIT also provides guidelines for personal and departmental purchases of computers, software and peripherals at <http://www.it.northwestern.edu/guidelines>.

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Northwestern University Information Technology

<http://www.it.northwestern.edu>

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